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Report No. 19

Analysis of Respondents Comments

Canada

ANALYSIS OF RESPONDENTS COMMENTS
ON THE NATIONAL CENSUS TEST

Sandra Harris
Carol McLean

September, 1989

"We are inevitably led to appreciate as one of the most central problems of modern society the growing complexity of the lines of communication between individuals and the institutions upon which they have come to depend for the knowledge they need in order to survive in an industrial society."¹

There seems to be a growing communication imbalance between governmental and corporate entities and the citizens of Canada. As it becomes easier for government entities to reach the citizens, it becomes more difficult for citizens to make contact with government agencies.

The comments provided by respondents on the back page of the National Census Test help to open the door for communication to higher levels of authority, and allow them to better adjust future conduct by a broader evaluation of past performance. Hopefully, this analysis of respondents comments will make it easier to take their thoughts and concerns into consideration for future projects.

¹ Studies in Social and Economic Process, Feedback and Society: A Study of the Uses of Mass Channels for Coping.
Benjamin D Singer. (Lexington, Mass.) p.1

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EXECUTIVE SUMMARY

In late 1988, Statistics Canada conducted the National Census Test (NCT). One of the objectives of this test was to determine possible improvements to the questionnaire and the type of information requested from the respondents to the census. These improvements may be incorporated in the 1991 Census of Canada.

In addition to providing responses in the conventional census format, respondents were invited to offer written comments on the content and format of the questionnaire. In order that these comments can be used in the evaluation of possible changes for the 1991 census, they have been condensed into identifiable categories and summarized in a format which allows a manageable interpretation in order that the comments can be assessed and analyzed.

Comments written by respondents were allocated into one of three distinct categories.

1. "Question Specific Comments", (comments directly concerning questions or groups of questions in the questionnaire),
2. "All Other Comments" (general comments about the overall content or format of the questionnaire, guide, and about the survey method), and
3. "Comments by Senior Citizens". The category that received the greatest amount of comments was the "Question Specific Comment" section.

From the analysis of the comments, the most sensitive issues were found to be the disclosure of financial information (especially income), the necessity of including a section on the Cultural Background of respondents, the confidentiality and use of the information requested, and the spending of tax dollars.

Two groups seemed to have difficulties throughout the questionnaire, one being senior citizens and the other the self employed individual and farmers in particular.

Recommended changes based on the comments on the questionnaire include incorporating "ranges" into the financial portions of the questionnaire (ie. check off), moving "Canadian" from the bottom of Questions 15 and 16 on Cultural Background to the top, distributing only one questionnaire per household instead of one in each official language, and incorporating changes to the questionnaire to simplify it for senior citizens and self employed individuals.

RECOMMENDATIONS FROM RESPONDENTS

1. Give ranges of monetary amounts to check off in all questions where monetary amounts are required. This would include questions on income and shelter costs. Respondents who commented are obviously reluctant to disclose such information, find them too much trouble, or give rough estimates. Providing choices to the respondent would make some more willing to comply.
2. Switch "Canadian" from position 17 in questions 15 and 16 to position 16, above the space provided for respondents to give "other" answers to these questions. Many respondents did not see this choice in the question which caused a great deal of confusion.
3. Incorporate changes to the income, work, and shelter cost sections of the questionnaire to provide a more workable format for self employed individuals. This group had many difficulties with these sections.
4. Devise a simpler, shorter, and more easily read questionnaire for senior citizens, and increase support systems for those who need special assistance. The number of senior citizens are growing in proportion to the rest of the population, and there interests need to be considered.
5. Use census information to determine the approximate number of French and English questionnaires needed in different areas so that only one questionnaire needs to be distributed per household, and use recycled paper and/or inform respondents that the questionnaires will be recycled. Respondents were very sensitive to the use of their tax money, and expressed objection to receiving two copies of the questionnaire.
6. Inform respondents chosen to do random surveys in advance that they will be receiving the questionnaire, especially when the survey requires disclosure of personal information.
7. In promoting the next Census of Canada, explain what the information collected will be used for and how it benefits Canadians. This may reduce the numbers of respondents who resent having to complete the census.

FINDINGS

Of the 26,651 completed NCT questionnaires, 15% included comments. This is shown on figures 1.1 and 1.2. Figure 1.1 shows the number of questionnaires returned (Series 1) compared to the number of questionnaires returned with comments (Series 2) for Canada and each of the Regional Offices located in eight major centres across Canada. Figure 1.2 shows the number of questionnaires returned (Series 1) compared to the number returned with comments (Series 2) for only the Regional Offices.

Figures 2.1 and 2.2 show the relationship between the number of comments (Series 1) and the number of questionnaires returned with comments (Series 2). Because it was possible for one respondent to make more than one comment, there are more comments than questionnaires returned with comments. At the Canada level, the ratio between the number of comments and the number of questionnaires returned with comments is 1.3:1. This remained consistent across Canada.

The comments were arranged into three main categories, Question Specific Comments, All Other Comments, and Comments by Senior Citizens. These were then divided into sub-categories (please refer to Appendix 1 for a description of these categories). Most of the comments fell into either the Question Specific Comments or the All Other Comments category, and therefore these will be analyzed together first to be followed by a separate analysis of the Comments by Senior Citizens.

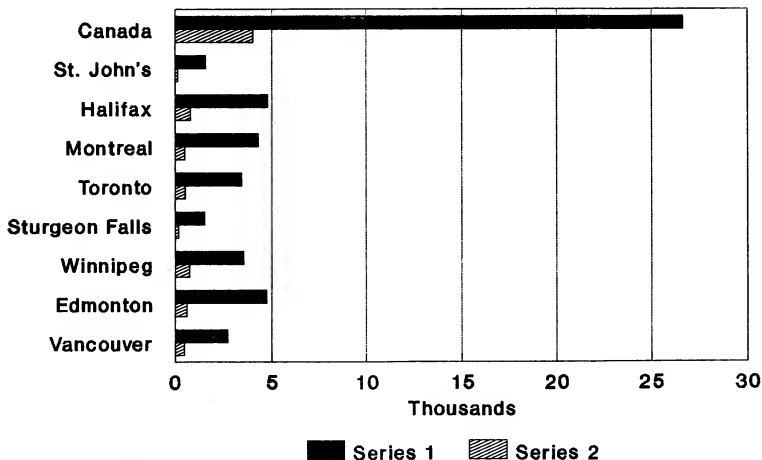
Generally, with the exception of Toronto where the number of Question Specific Comments are equal to the number of All Other Comments, there were more Question Specific Comments than there were All Other Comments. More questions were made regarding the actual questions than on the questionnaire as a whole, and at the Canada level, this ratio is 1.3:1. Figures 3.1 and 3.2 illustrate these findings.

QUESTION SPECIFIC COMMENTS

The question specific comments, which make up 52% of the total number of comments, have been sub-categorized according to subject matter. Figures 4.1 and 4.2 show the distribution between Question Specific Comments across subject matter categories. Due to the diversity and length of their respective areas, the sections on Cultural Background, Work, and Shelter Costs have been further divided into more specific subject headings. These are shown in Figures 5.1, 5.2, and 5.3.

Of the 28 subject matter groups, four areas were responsible for generating almost 70% of the Question Specific Comments.

Questionnaires Returned With Comments Canada And Regional Offices

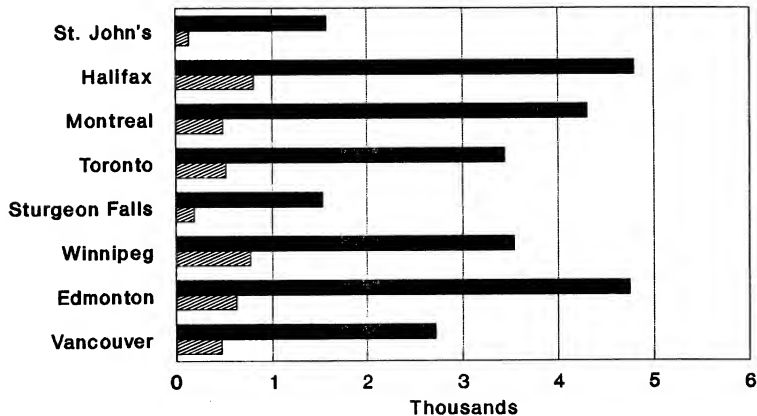


Series 1: Number of Completed Questionnaires

Series 2: Number of Questionnaires with Comments

Figure 1.1

Questionnaires Returned With Comments Regional Offices



■ Series 1 ▨ Series 2

Series 1: Number of Completed Questionnaires

Series 2: Number of Questionnaires With Comments

Figure 1.2

Number Of Comments Canada And Regional Offices

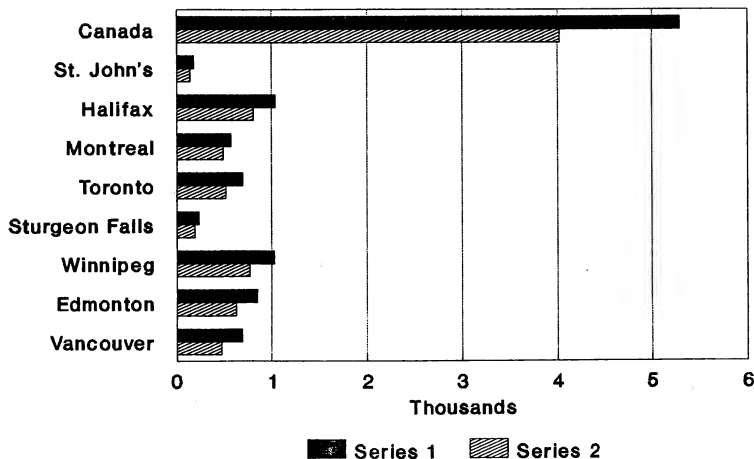


Figure 2.1

Series 1: Number of Comments

Series 2: Number of Questionnaires with Comments

Number Of Comments Regional Offices

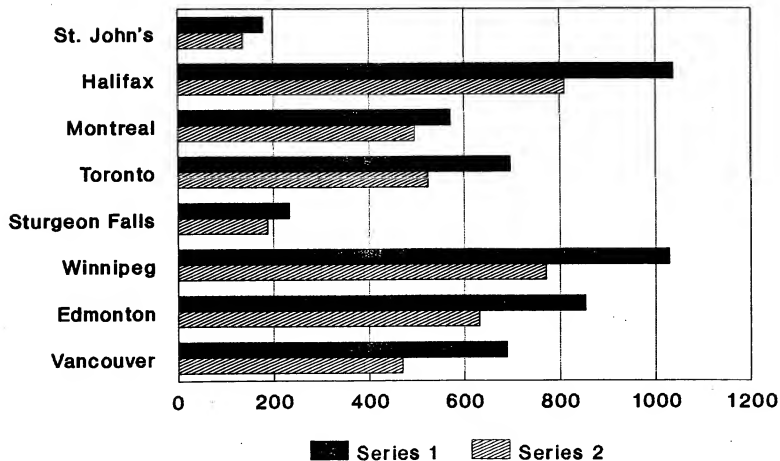


Figure 2.2

Series 1: Number of Comments

Series 2: Number of Questionnaires with Comments

Distribution Of Comment Types Canada and Regional Offices

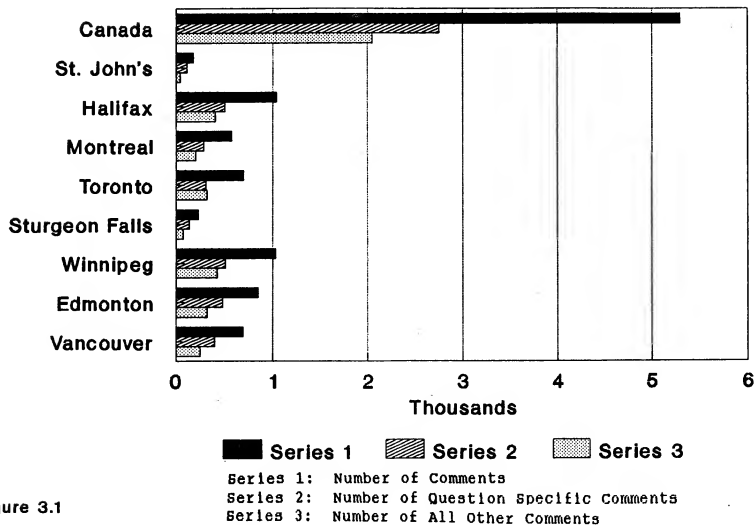


Figure 3.1

Distribution Of Comment Types Regional Offices

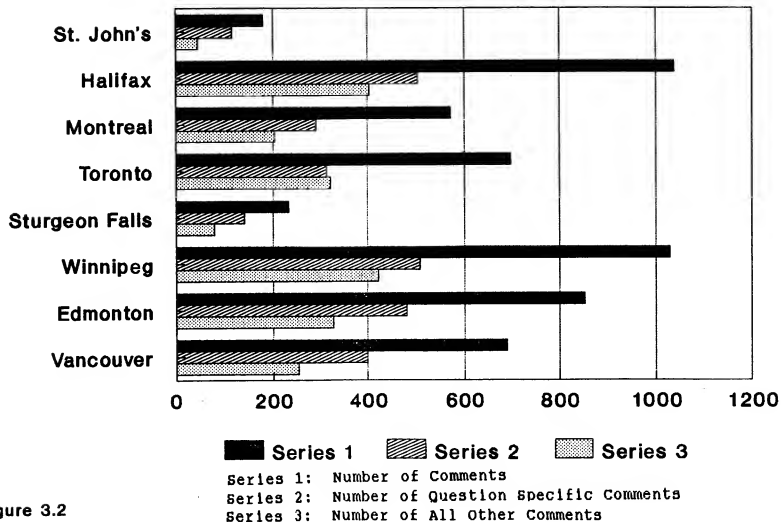


Figure 3.2

Distribution Of Question Specific Comments Canada

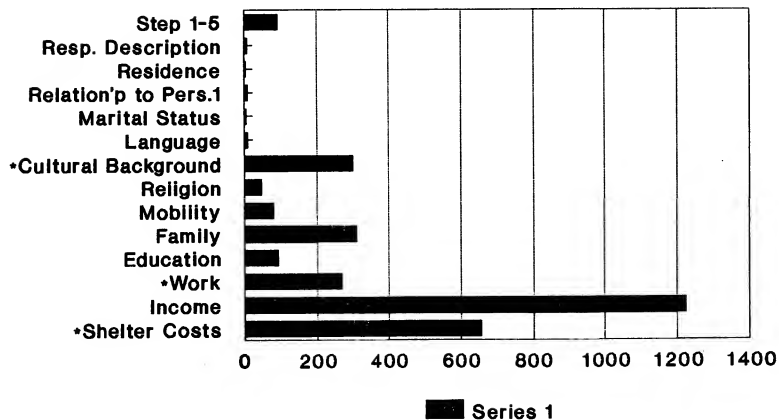


Figure 4.1

Distribution Of Cultural Background Comments Canada

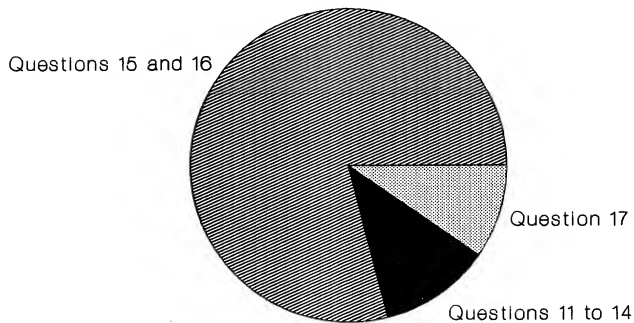


Figure 5.1

Distribution Of Work Comments Canada

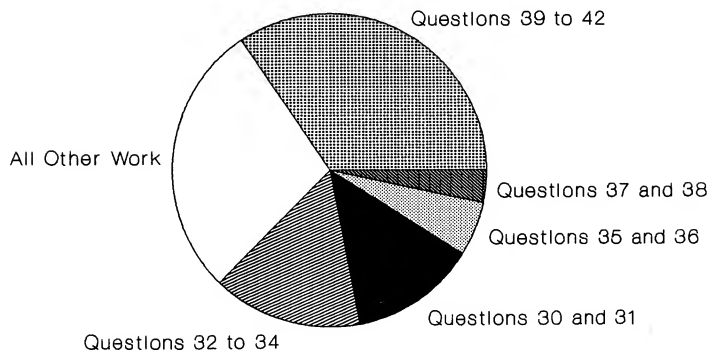


Figure 5.2

Distribution Of Shelter Cost Comments Canada

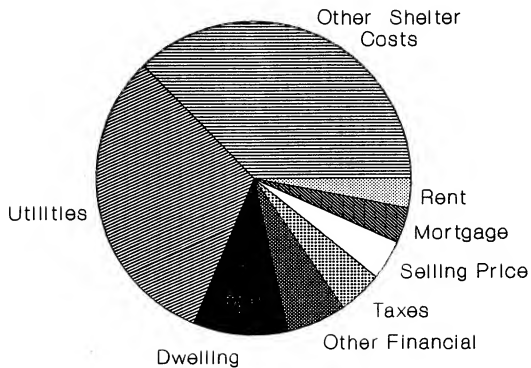


Figure 5.3

These are Questions 15 and 16(9%), Income(44%), Utilities(7%), and Other Shelter Costs(9%), and their distributions are shown in Figures 6.1 to 6.4. These areas seemed to be particularly sensitive to respondents.

Steps 1 to 5

According to the comments, the main difficulty with this group of questions stemmed from the fact that respondents were not clear on who should be and who should not be included on their NCT questionnaire. "I have a boarder during the week when he works but he goes home on week-ends. I didn't include him in the form" and "I am living here and filling in at work while the owner is away. (Doctor taking over his practice). I put him as person #1 and myself as person #2" show a couple of unique situations that caused people to have difficulty with this section. Many respondents with children away at school were unsure whether they should include them, and often people with a permanent address in another location were included in the entire questionnaire. These types of comments made up almost half of the comments on this section.

Just under a quarter of the comments received pertaining to Steps 1 to 5 (92 in total) stated that "I do not think it is fair to ask personal questions about visitors" or "A census should be about only the people who live in the house. It shouldn't include guests.". This may be a result of the respondents missing the "End here for this person" in question 4, but a brief description of the guest was required before this instruction was met. Respondents felt that the names of their guests were was a personal matter and unnecessary information for a census.

In approximately 10% (9) of the comments on this section, respondents indicated that they had trouble with the wording of some of the questions. More specifically they pointed out that the form "makes the incorrect assumption that my first name is my given name." and a few made suggestions on how to correct this error "...the form should request 'given name and initials', not 'middle initial'".

3% of respondents who commented on this question stated that they refused to give their names in this section, preferring to keep their identities a secret.

Respondent Description, Usual Place of Residence, and Relationship to Person #1

Together, these three categories account for 1% (24) of the Question Specific Comments.

Respondent Description

The only comment type received in this section was that the age of one of the respondents was unknown. This was due to the respondent being born before accurate records were kept, or because the child was adopted and little information was known

about the child's birth. Only one respondent said that they refused to disclose their age.

Usual Place of Residence

Respondents were confused by this question, especially students living elsewhere while studying and children whose parents are separated and spend their time equally at each parents home.

Relationship to Person #1

Although only 0.4% (10) of the Question Specific Comments referred to question 5, Relationship to Person #1, the comments expressed a need for more groups to be added to the list of choices. 4 of the comments were from respondents who thought that one "should be able to identify oneself as homosexual" and another 4 felt that "stepson/stepdaughter should be added". One respondent expressed that "I resent the words "common-law" as we are a moral, christian family. This is an insult to us". Respondents with these sentiments may find it difficult to accept the suggested two additions as choices in future census'.

Marital Status and Language

Neither of these sections drew many comments from respondents, together totalling less than 1% (17) of all Question Specific Comments.

Marital Status

Of the 7 comments on marital status received, 3 respondents said that they found the question confusing. Due to the variety of situations with marriages, it is difficult to formulate a closed-ended question that would provide for all relationships. "6 - was married, divorced, and remarried", and "wife lives and works in another city but we are not separated or divorced" are examples of comments that illustrate the diversity of the situations.

Language

In almost half of the ten comments received on the language section, respondents commented that their "infant and toddler are unable to speak therefore I left it blank" or that "People tend not to answer for infants and toddlers. Should be worded to include children learning to speak.". 2 of the comments on this section felt that these questions were unnecessary, and 2 stated that "French is shown as the main language which it is not!!". One respondent pointed out a printing error in the French version of the questionnaire "Quelle langue cette personne a-t-elle parle et non-parlee".

Cultural Background

The comments on this section made up over 10% (299) of all Question Specific Comments. The comments fell into one of three areas: Questions 11 to 14, Questions 15 and 16, or Question 17. Each of these groups of questions had a different focus and prompted different comments from respondents.

Questions 11 to 14

11.4% (34) of the comments on Cultural Background were directed towards Questions 11 to 14.

5 of these comments were Newfoundland-born respondents who were born prior to Newfoundland joining Canada in Confederation in 1949. They felt that the options in Question 12 did not apply to them. "Clarify on the form whether persons born in Newfoundland prior to Confederation with Canada in 1949 should be considered as Canadians or foreigners at the time."

Another 7 respondents felt that this group of questions was unnecessary. Where our parents were born is irrelevant, because we are all Canadians. "You are paying too much attention to where our parents and grandparents were from instead of considering us as Canadians first" and "seems intrusive into a family's background" are examples of this type of comment.

Unknown answers account for 5 of the comments, and consist mainly of individuals who were adopted and do not know their ancestry.

3 respondents did not understand the definition of the word "naturalization" in question 14. "Does being a Canadian citizen by naturalization mean becoming a Canadian citizen through oath" demonstrates this lack of understanding.

Questions 15 and 16

Comments on Questions 15 and 16 make up 79% (236) of all the comments on Cultural Background and 8.6% of all Question Specific Comments. Due to the large number of comments on this section, the distribution of comment types is illustrated in Figure 6.1.

31% (73) of the comments on these questions stated that the questions were unnecessary. "Questions 15 and 16 aren't necessary. It is enough to know where our parents came from but beyond this is crazy. Our children would have at least 6 different ethnic identities but are themselves Canadians" and "I really wonder what the value is in knowing what our parents ethnic background is. This is Canada. I'm Canadian - pure and simple." are examples of comments that fall under this heading.

Of the comments on Questions 15 and 16, 26.3% (62) found them difficult, unclear, and confusing. Examples of this type of comment are "Do not understand. Is this question 'What culture did they come from' or 'where they were born?'" and "Should I mark question 15 'Canadian'? My parents and grandparents were born Canadians. Should I have marked 'Canadian'? If not, when should that circle be marked?".

Distribution Of Comments Within "Questions 15 and 16" Canada

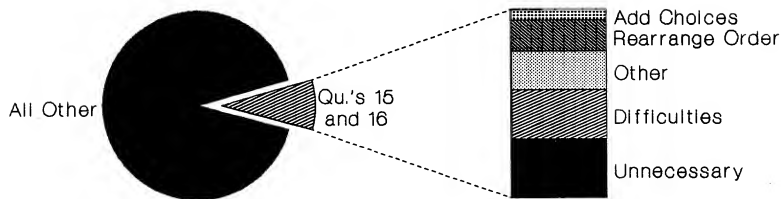


Figure 6.1

Some respondents would have liked to see 'Canadian' at the top of the list of choices, their reasons being that they are either "proud" Canadians and feel it belongs at the top, or because they almost missed it in its present location. "Although we are pleased that Canadian is now an ethnic group, it does belong at the top of the list" and "Put 'Canadian' at the top. It's easily missed which makes this question even more confusing" demonstrate this point.

A few respondents comments to these questions noted errors in the current list of ethnic origins, pointing out that "there is no such ethnic group or culture as Mexican. It should be Spanish." and that "Jewish is not an ethnic background but a religion.". Others wanted Welsh and American added to the list.

Of the remaining comments, respondents asked that the choices be listed alphabetically, not french first, and a provision be made for people who do not know their ancestry.

Question 17

This question inquired as to the race and colour of the respondent. Of the 29 comments directed at this question, 17 felt that it was unnecessary and 4 found it discriminatory. An aboriginal respondent objected to North American Indian being classified in the space provided for "other" in the question.

Religion

Less than 2% (47) of all the Question Specific Comments pertained to the religion questions, but the majority of them found the questions unnecessary, stating that religion is a "personal matter", "none of your business", and "does it matter?".

In 5 of the comments received, respondents pointed out that the religions listed in the questions were not really religions, but were in fact denominations of religions. A better arrangement would be "Protestant

Anglican

Baptist

etc.

Roman Catholic

etc."

The majority of the remaining comments were from individuals who wanted to see other religions added such as atheism and Evangelical Christians.

Mobility

Comments on the mobility questions constitute only 0.3% (8) of all Question Specific Comments. The comments were varied in nature with no obvious focus.

Family History

Of the 30 respondents who commented on this section, over 50% (16) felt that the questions were unnecessary, either because they were of a personal nature or because they wondered about the subjectivity of the answers, as expressed by the comment "Question 22 is ridiculous! How many natural moms who gave up a child for adoption are going to count those children? I strongly feel that this question is really not necessary as a part of the census...who's business is it anyway...?".

6 of the comments stated that the census should provide a question for those who have adopted children. Any unknown answers were from respondents who didn't know the date of their marriage, and suggestions included "adding 'or are currently living in a common law relationship'" so that people living common law do not skip it.

Education

3.3% (92) of all the Question Specific Comments pertained to the questions on education.

20% (18) of the comments said that this section was confusing because on the job training was a component of their course or they were on course as part of their job, and another 3.7 said it was confusing because they were students working full time or part time. Examples of comments are "Confusing - Some training programs are part time therefore answers do not accurately reflect time spent working. If someone attends an education program for 1 to 2 months full time, then only time worked after that can be listed." and "Confusing for a full time graduate student who is paid by the school to answer."

13% (12) of the comments were suggestions by respondents. For instance, "It is disappointing that the collection results of this test will only give recognition to scholastic certification without any census of the country's pool of acquired skills either through work experience or continuous upgrading via workshops, seminars or short courses where certification is not the goal."

Many respondents comments pointed out that education overseas, training at an institution other than a formal setting such as certificates of music and the arts, training obtained through the Armed Forces, and education from religious organizations are not recognized in the current questions. Disabled people obtaining an education through special programs also found that they were not represented.

Work

The section on work in the National Census Test included questions 30 to 42, and was therefore broken down further into the five following sections. A graph illustrating these

divisions and the proportion of comments attributable to each can be found in Figure 5.2.

Questions 30 and 31

This group of questions asked for the respondents current employment status, and question 31 reads "Exclude volunteer work, unpaid housework, or home maintenance". These questions provoked respondents to make one of two main comments.

Over half the respondents (19) felt that they should explain why they were unemployed, for example "I quit work after November 4th to look after my husband" and "I haven't worked for over 1 year. I was sideswiped by a tanker truck carrying fuel and am still under a doctor's care".

9 respondents were insulted that the duties of a homemaker were not considered as work, as indicated by the comment "I am deeply offended by the definition of work in question 30. I am a mother, a housekeeper, and a volunteer worker and feel demeaned by having that contribution to Canada ignored."

Questions 32 to 34

These questions inquired as to the employer, business, and business address of the respondent. 41% (17) of the respondents who commented on these questions felt that this was a personal matter. "There is no need for the address of my employer" was a typical comment.

7 of the comments indicated that some respondents have no business address or their business address changes frequently due to their line of work.

As with many of the work questions, the self employed found them difficult.

Questions 35 and 36

Questions 35 and 36 were interested in the work performed by the respondent and the respondents "most important duties" at this work.

In 5 of the comments on these questions, respondents felt that all their duties were important, as suggested by the comment "If all my duties weren't important, I wouldn't do them.". Another 3 respondents needed more space to write in the required information.

Question 37 and 38

Of the 9 comments received regarding these questions, 5 were from respondents who were self employed and found the questions confusing.

Questions 39 to 42

This set of questions asks for the number of years worked by the respondent since they stopped going to school, when they began working for their most recent employer, the number of hours

worked in 1987, and if those hours were full time or part time.

24% (22) of the comments indicated that respondents who returned to school after working full time found these questions confusing. "How do you answer this for someone who spent a year at university part way through his working life" and "39 is ambiguous. I took a one year leave of absence to go back to school full time. This answer contradicts the answer to number 40 if this is not known" are examples of the problems encountered by respondents.

Another 20% (18) found question 39 vague and difficult, and 4% (4) found the questions confusing if they were students working part time or if they had more than one job.

Another cause for confusion was whether or not maternity leave should be included in work time.

Other Work

Of these comments, 34% (26) found the questions on work unnecessary, and 16% (12) found them difficult. The comments below illustrate the main reasons for this confusion.

"I find the work section to be difficult to answer perhaps because of our family business."

"As a self employed farmer, I found it difficult to answer the questions on employment."

"There is not enough room for people who work for someone else and run their own small business."

Income

Comments on the income questions constitute 45% (1224) of all Question Specific Comments. Figure 6.2 shows the distribution of comments within the income category.

56.4% (690) of the comments on income were refusals by respondents to disclose this information. 21% (257) indicated that they did not know their income (or the incomes of one or more members of the household), some due to their income depending on commission, overtime, bonus', etc. 6% (73) found this section to be too much trouble and therefore either estimated their answers, did not complete it, or suggested that ranges be used to simplify the questions. Self employed individuals found this section difficult, and a few respondents found the question poorly worded and not well organized.

Shelter Costs

Comments on Step 8, Shelter Costs, make up 23.7% (654) of all the Question Specific Comments. The distribution of these comments can be seen in Figure 5.3 and on Table 2.1b in Appendix 2.

Distribution Of Comments Within "Income" Canada

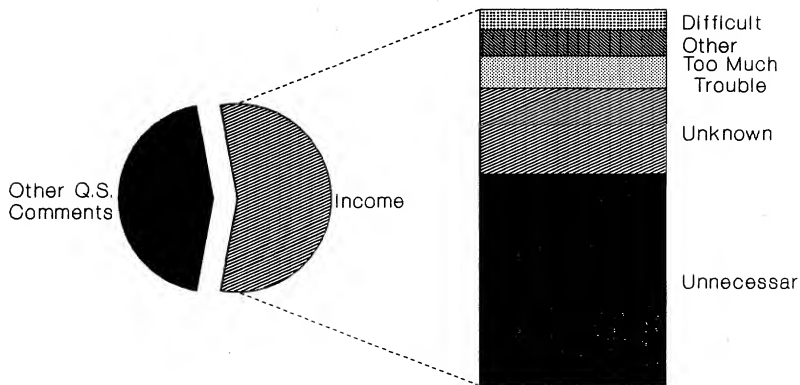


Figure 6.2

Dwelling

64 comments were received that referred to questions 46 to 52, dwelling. Respondents concerns were varied.

11% (7) of the comments indicated that question 51, which asks for the number of years the respondent has lived in this dwelling, should be reworded from 3-5 years and 6-10 years to account for 2-3 and 5-6 years. Comments included "Where does five and a half years fit in?" and "Categories aren't continuous".

Joint ownership of property caused difficulties for some respondents, and many unique situations were indicated that increased confusion. For instance, "We live in this house and pay for repairs etc. but the dwelling is owned by a relative - we own the farm that he lives on and pay for the repairs of that dwelling".

Other interesting comments by respondents include "I live in a loft, therefore the number of rooms is not indicative of the size of the apartment..." and "We do not own this property but we own another in another province. There does not seem to be a place for this.".

Utilities

Of the 654 comments received concerning Shelter Costs, 31.5% (206) pertained to question 53, utilities, and 58.3% (120) of these comments were respondents stating that they did not know the amounts of their utilities payments. Respondents commented that "I don't keep detailed records - they come on the same bill and I don't separate them and guessing would be of no value to you" and "The utilities and rent of a minister are paid for by the church".

22% (45) of respondents who commented on this section feel that these questions are unnecessary for a census.

Rent

Question 54 of the National Census Test asks the respondent to disclose their monthly rent payments. This question generated 3.1% (20) of the comments on Shelter Costs.

7 comments indicated that some respondents live in their own mobile home but pay a monthly pad rent to a trailer park, and 15% did not know their monthly rent payments. Another 10 comments outlined rather unique situations which caused the respondents difficulties. For example, "The house is owned by my husband who has a permanent home in another city. He doesn't charge me rent".

Mortgage

The respondents comments to question 55a, which asks for the monthly mortgage payments of the home owner, made up 3.7% (24) of all the comments on Shelter Costs. Of these 24 comments, 16 were refusals of respondents to divulge this information. One respondent wrote that "Our mortgage is a personal contract

Distribution Of Comments Within "Utilities" Canada

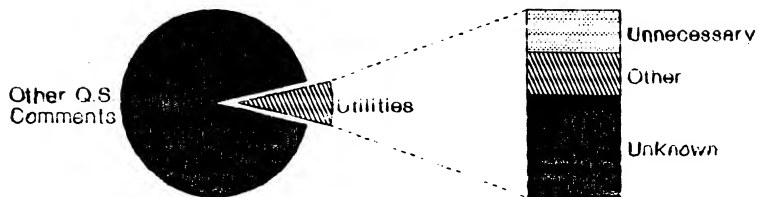


Figure
6.3

between ourselves and our financial institution".

Again, difficulties were encountered by land owners, specifically farmers. They felt the question needed to be clarified. "Does it include dwelling and land? and for farms and farm land?" was a source of confusion.

Tax

Comments on taxes, questions 55 b and c, accounted for 4.6% (30) of all Shelter Cost Comments. 7 of the 30 comments received stated that the questions were unnecessary.

Another 7 comments were from British Colombians wondering if the amount desired in the questionnaire was before or after the Homeowners Grant, because in British Colombia there is a Homeowners Grant available to eligible residents that reduce their taxes.

Selling Price

4.1% (27) of the Shelter Cost comments referred to question 55d, the selling price of the respondents home (current market value). In 16 of these comments, respondents said that they did not know this amount. 6 respondents commenting on this question felt that it was unnecessary, and 5 were individuals whose dwelling was attached to their business, and one could not be sold without the other.

Other Financial

Of the 40 comments classified as Other Financial, 62.5% (25) state that the questions in the questionnaire that require dollar figures are estimates only.

17.5% (7) of these comments requested that ranges be used for all financial type questions, and 7.5% (3) are comments that respondents did not know these amounts.

A couple of respondents found the financial questions confusing. Their reason was that

"Salaries and income: January 1 to December 31, 1987.

Utilities (53): November 1987 to November 1988 (last 12 months).

This is inconsistent. Why not make it all the same?"

Other Shelter Costs

Comments on Other Shelter Costs (243) by respondents account for 37.2% of the 654 Shelter Cost comments and 8.8% of the Question Specific Comments. The distribution of the comment types can be seen in Figure 6.4.

43.2% (105) of comments by respondents said that the questions were unnecessary for a census. 42% (102) indicated that respondents did not know the answers to the Shelter Cost questions, and most of these were people who had recently moved in to a new house and had not yet had the opportunity to find out these amounts. 4% (10) found that getting this information was inconvenient, and 2.5% (6) would provide only estimates.

Some reasons people gave for not being able to answer these

**Distribution Of Comments Within
"Other Shelter Costs"
Canada**

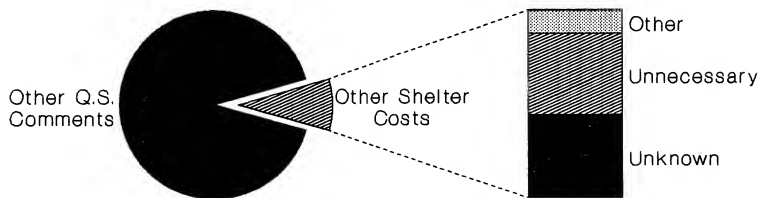


Figure 6.4

questions were "I am separated but live in the main farmhouse. Rent, utilities, etc. are included in the alimony...", "The payments change as the number of occupants changes", and "All payments are done by the colony".

ALL OTHER COMMENTS

All Other Comments constitute 39% (2052) of the total number of comments. The distribution of the comments across the sub-categories can be seen on Figure 7.1. General Content comments, Respondent Burden comments, and Respondent Concern comments account for over half of the All Other Comments, and Difficulties, Format, and Content Suggestion make up another 25%.

Respondent Burden

This type of comments, where the respondent felt that the survey was too much trouble, made up 21% (432) of the All Other Comments. Figure 8.1 shows the breakdown of these comments into comment types.

Of this 21%, 44.7% (193) felt that the questionnaire was too long.

26.6% (115) said that the questionnaire took too much time to complete or it was too much work. Comments included "I did not feel like doing this after working all day. My time is limited.", "Too much work and time spent looking up all the figures...", and "For once I'm thankful to be single!".

In approximately 12.3% (53) of the respondent burden comments, respondents found the questionnaire easy and simple to complete.

Another 11% (48) expressed resentment because they felt that they were the recipients of almost every survey distributed, commenting that "Every time one of these comes out, we fill it in..." and "Strange how our house is always the fifth house!".

Other comments stated that the questionnaire was too complicated and difficult.

General Content

There were 401 General Content comments making up 19.5% of All Other Comments. The breakdown of these comments into comment types can be seen in Figure 8.2.

Most of these comments, 44% (176), were negative comments about the questions. For example, "Extremely repetitious", "Some of these questions are totally ridiculous", and "Many questions are totally useless and repetitive...Questions are foolish..." are comments that can be found in this section.

13% (52) of the General Content comments were written by respondents who found the questionnaire too personal. "A lot of question's are nobody else's business" and "I resent being asked to do this form. The questions are too private and personal" were typical comments by respondents. Other comments such as "My

Distribution Of All Other Comments Canada

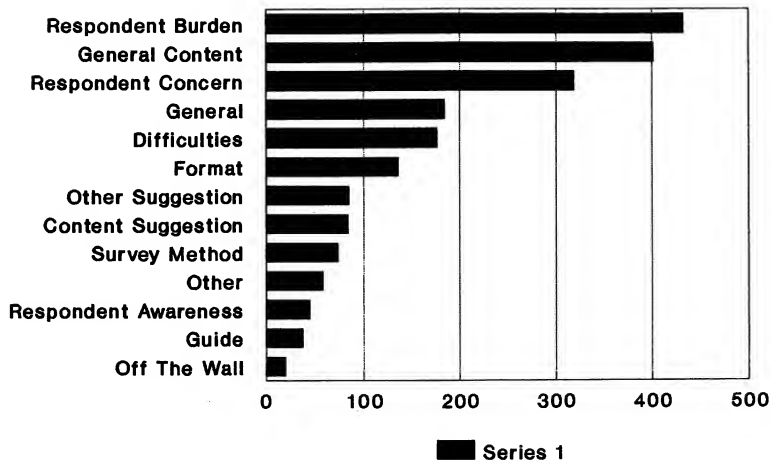


Figure 7.1

wife and I had eggs and toast for breakfast this morning..." and "I truly regret that there was not a question on indoor versus outdoor plumbing" also made their point.

Respondents who commented that the type of information required by the census should be obtained from other sources account for 9% (36) of the comments.

Positive comments about the general content of the NCT constitute 7% (28) of the General Content comments. These respondents found the questions straightforward and easy to understand and complete. Respondents comments included "Generally the form is very straightforward and simple to complete for which I congratulate you" and "Relatively easy to understand compared to the last census".

24 respondents (6%) felt that the information provided would be equally as valid if provided anonymously and another 6% found the questionnaire awkward and not explained very well.

Respondent Concern

Comments where respondents expressed reservations that they had about the questionnaire were classified as Respondent Concern comments, and these make up 15.5% (318) of "All Other Comments". For an illustration of the comment break downs, please see Figure 8.3.

Just over one third of the respondents whose comments were allocated to this category felt that the National Census Test was a waste of tax money. Another 7.5% (24) said that sending both French and English copies to every household (especially in the western provinces) was wasteful of both money and resources. Comments included "There is so much money being spent on stupid things like this and I can't see where it helps..." and "Sending me a questionnaire in french is one more example of a huge waste of tax money by government. The biggest complaint I have with Canadian government is the way they spend my tax dollar and bury us in debt. Quite probably you (reading the form) can't do much about the deficit, but it kinda' felt good to write".

A concern expressed by 28% (89) of the comments was that the questionnaire was an invasion of privacy. Respondents felt that the census "takes that much more of our privacy away from us and gives government more insight into our capabilities of being hit for additional taxes..." and "As we answered this questionnaire, we felt like we were living in Russia".

21% (67) of the comments indicated that some respondents do not believe that the information they provide will remain confidential. "Don't send me any more of these - if this information is stolen after being put on microfilm and I find out I will sue you Ivan P. Fellegil" was written by one respondent.

The last major concern expressed in 5% (16) of the comments was over the use (or misuse) of the information provided. Respondents wanted assurance that the information would not be sold to advertising promoters or businesses that would not use it

Distribution Of Respondent Burden Comments Canada

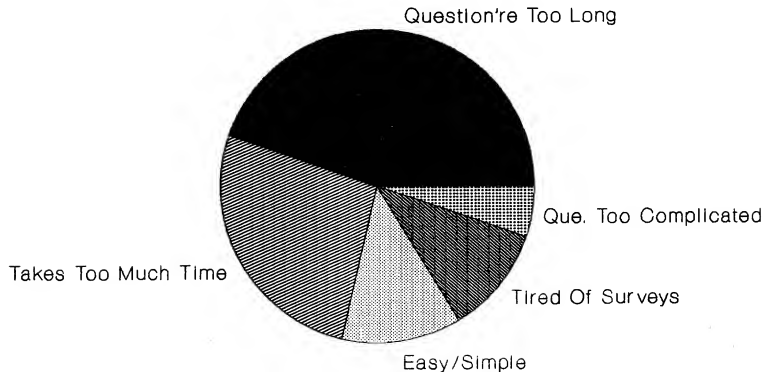


Figure 8.1

Distribution Of General Content Comments Canada

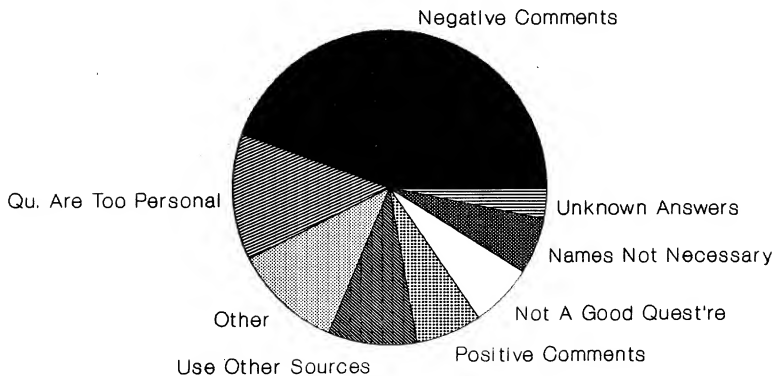


Figure 8.2

Distribution Of Respondent Concern Comments Canada

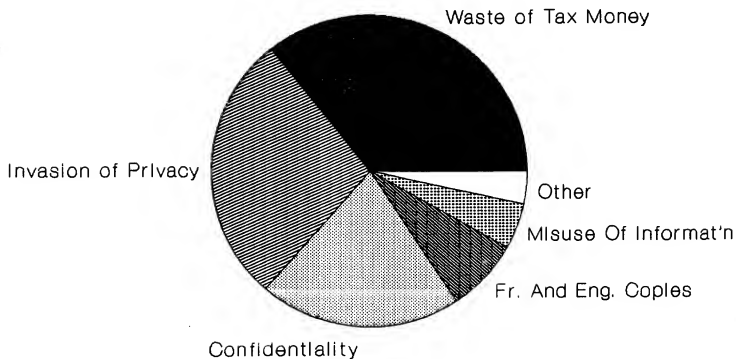


Figure 8.3

in the best interests of citizens. Others wondered if Big Brother was watching.

General

9% (184) of the All Other Comments were classified as General comments, and the comment types are graphed in Figure 8.4.

Of this 9%, 30% (55) commented that the return envelope was too small for the questionnaire.

27% (50) disliked the questionnaire. Comments included "NC'T' - Tests our trust and patience!", "I fail to see the importance of these questions", and "I must state unequivocally that the completion of this form was about as unmitigated an exercise in futility that I have ever engaged in. About the only purpose I see it serving is providing additional fodder for the unsatiable appetite of the bureaucratic monster that is slowly but surely destroying our free society".

Respondents who commented that they liked the questionnaire accounted for 15% (28) of the comments. Examples of their comments are "Basically a good effort - keep it up", "It was fun", and "Thank you very much. I enjoyed doing this questionnaire and I hope that I have been of assistance to you".

One comment included under "Other" was one from a woman in Newfoundland who wrote "Please consider the literacy levels of the people of small rural communities in this province. The language levels involved in some of these questions would be well over a grade 5 reading level. Most newspapers are written for a lower level than this and there are still many who are unable to comprehend the reading material...".

Difficulties

Of the 176 comments received by this category, 56% (99) were people with disabilities who could not complete the form by themselves, 37% (65) could not speak or read english or french well enough to complete the form without the help of a translator, and 2.2% (4) could not read or write. Please see Figure 8.5.

Format

6.6% (136) of the All Other Comments were comments on the lay out and design of the questionnaire. Figure 8.6 shows the distribution of the comment types.

36% (49) of these comments were due to respondent error, ie. respondents missing an instruction. For example, the comment "#16 needs Canadian" indicates that the respondent did not see "Canadian" at the bottom of the list of choices and in the comment "The questions asking where people lived five years ago should have a space for not living" the respondent obviously

Distribution Of General Comments Canada

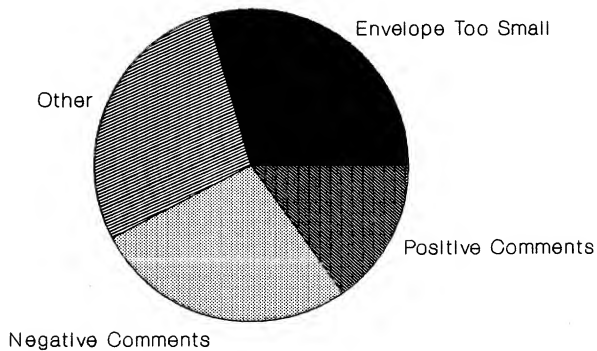


Figure 8.4

Distribution Of Difficulties Comments Canada

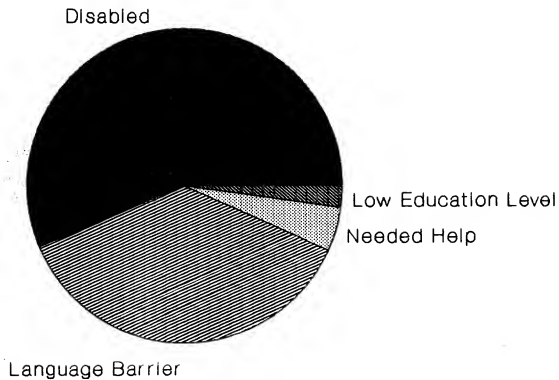


Figure 8.5

Distribution Of Format Comments Canada

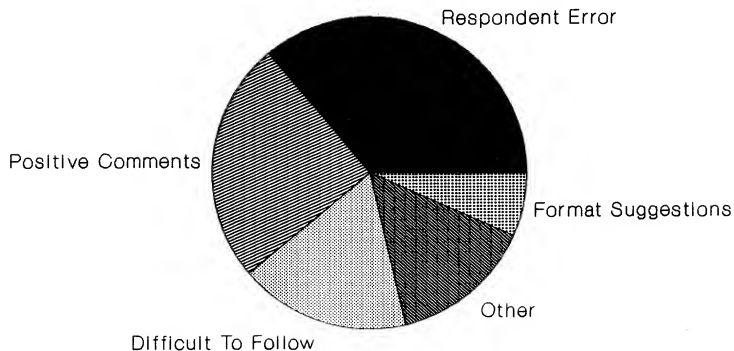


Figure 8.6

missed the instruction that the question only applied to those 15 years of age and over.

25% (34) of these comments indicated praise for the questionnaire. For example "...The form is easy to follow and very quick...". However, 17.6% (24) said that the form was difficult to follow. "Found the questionnaire difficult to follow in columns" was one of the comments.

Other Suggestions

Figure 8.7 shows the distribution of the 85 comments classified as Other Suggestions. These comments make up 4.1% of the All Other Comments category.

Of this 4.1%, 43.5% (37) wanted more information about the census, why such specific information was needed and what it was used for. 30.5% (26) felt that they should be reimbursed for their time and trouble.

Content Suggestions

There were 84 comments included in the Content Suggestion category, and the distribution of the comment types can be seen in Figure 8.8. These comments made up 4.1% of the All Other Comments.

Over 60% (50) of these comments were respondents asking that other specific content related questions be asked. For instance, "Count how many children are in immersion", "Should ask form of transport to work", and "Nowhere have you asked about alimony, child support, etc. Many Canadians support two households".

22% (18) of comments pointed out that the form does not take into account certain special groups. Housewives, volunteers, senior citizens, the disabled, and self employed farmers were specifically mentioned.

Respondents also asked that the census be used to find out people's opinions about major issues and their personal goals in about 7% (6) of the comments in this section. Comments included "Would have been a great chance to ask people their views on major issues (and a better use)" and "You might want to get Canadians to tell you what they want or expect for the future...".

Survey Method

3.6% (74) of the All Other Comments were comments by respondents on the method used to collect the information, and Figure 8.9 shows the distribution of the comment types.

One third of these comments indicated problems with the method of data collection. Comments were focused on the confidentiality of the information. Examples of this type of comment include "...Even though the representatives are sworn to secrecy, I do not like giving personal information to someone I meet on the street occasionally..." and "If this form is

**Distribution Of Other Suggestion
Comments
Canada**

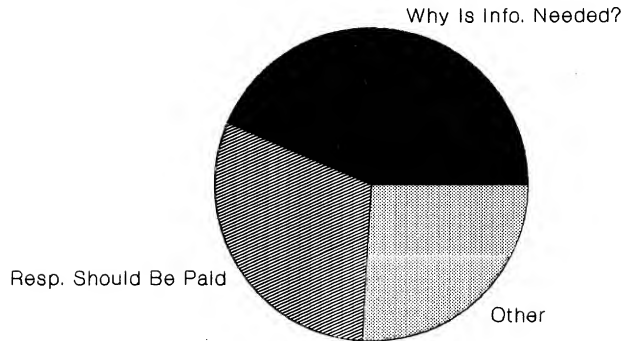


Figure 8.7

Distribution Of Content Suggestion Comments Canada

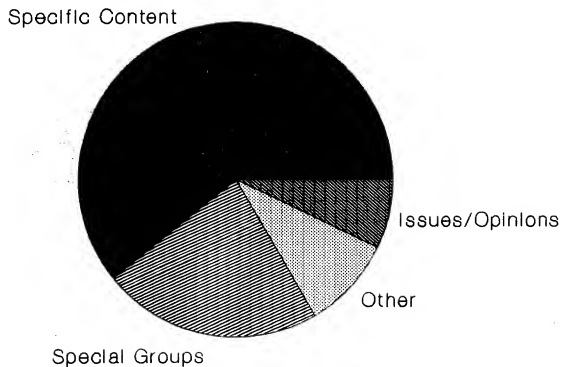


Figure 8.8

confidential, why so many phone calls and personal contacts to complete the form?".

19 of the 74 respondents (26%) felt that the survey was delivered too late and therefore not enough time was allowed to complete the questionnaire.

Some respondents did not like the method used to deliver the survey. This comment type made up 13.5% (10) of the Survey Method Comments. Comments included "When doing a senior citizens residence, the proper channel is to approach the manager and together find a resident who is willing and able to answer the questions" and "Would have liked to have been asked if I would do it and not have it thrown in my back door".

A sentiment expressed by 9.5% (7) of the comments in this section was that they would have liked to have been told ahead of time that they would be receiving the questionnaire.

Other

This group of comments made up 2.9% (59) of the total number of All Other Comments. These comments from respondents have nothing to do with the questionnaire. Comments included in this section are included in Appendix 3.

Respondent Awareness

This category, constituting 2.2% (45) of the All Other Comments category, is divided into four main comment types which can be seen in Figure 8.10.

Comments from respondents who did not understand what the NCT was and what it was being used for accounted for 47% (21) of the Respondent Awareness Comments and 31% (14) commented that random sampling was insufficient for a census; the census, to be valid, should be distributed to everyone. Another 11% (5) said that it was too early to be doing the 1991 census. Data collected now will be irrelevant by then.

Guide

Comments on the Guide included with the NCT made up almost 2% (38) of the All Other Comments.

16 respondents found the guide helpful, 4 found it time consuming or intimidating, and 3 found it confusing. The distribution of these comment types is shown in Figure 8.11.

"Off the Wall"

Comments classified as "Off the Wall" drew 1% (20) of the All Other Comments. The questions or opinions expressed are related to the NCT, but they are irrelevant to any changes that may occur.

Distribution Of Guide Comments Canada

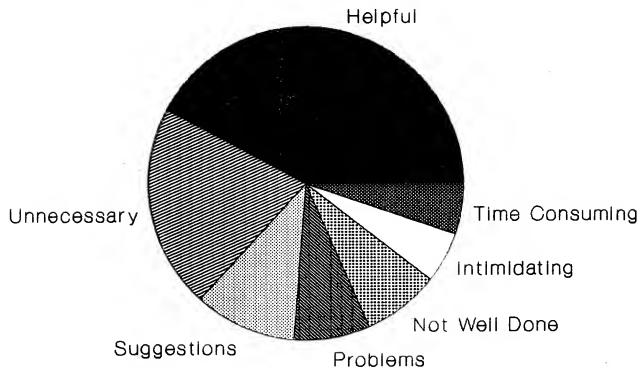


Figure 8.11

Distribution Of Survey Method Comments Canada

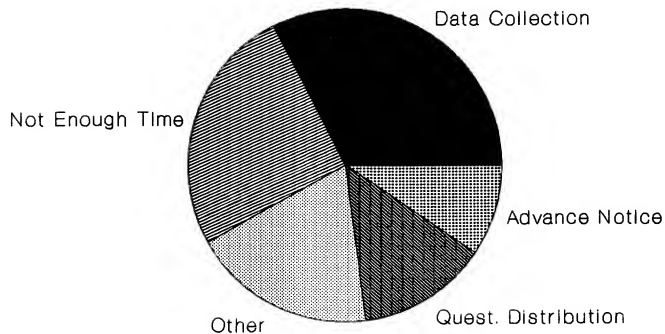


Figure 8.9

Distribution Of Respondent Awareness Comments Canada

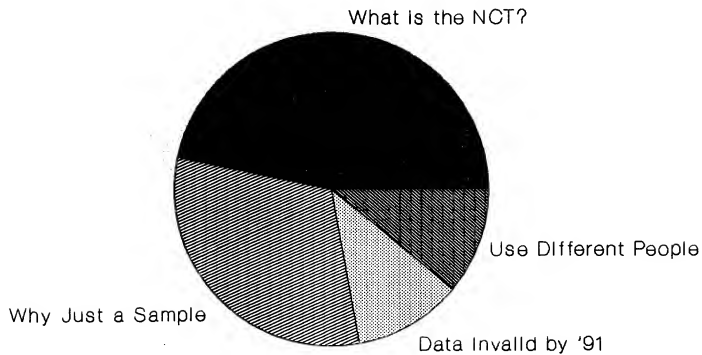


Figure 8.10

COMMENTS BY SENIOR CITIZENS

Senior Citizens seemed to have a difficult time completing the NCT. Their needs are different from other respondents. They are often disabled and have less recall ability and therefore need help from other individuals. Often this help comes from family and friends, but sometimes this support is not there. In these cases, the interviewers must be aware of the situation. Figure 9.1 illustrates the distribution of comments made by senior citizens.

42.2% (204) of all the Comments by Seniors (484) found the questionnaire difficult to understand and complete. Many found the questions confusing and suggested a simpler form be used. Examples of comments are "I just spent two and a half hours answering this questionnaire. I wonder if it would not be useful to have a special form for Seniors who live alone. It's difficult for me (82 years old) and I am sure I did not answer it all correctly" and "I am an old aged person. This causes me much stress which I'm supposed to avoid.

In 17.6% (85) of these comments, it was indicated that seniors obtained help to complete the questionnaire. Many of the comments were written by the assistants, and they included comments such as "Completed by the interviewer because the respondent is elderly and disabled and could not cope alone" and "Completed to the best of my knowledge. The respondent is nearly blind and didn't want to give out the information so I gathered it as best I could. I am a friend of the respondent". Another 4% (19) were disabled and incapable of completing the questionnaire.

10% (48) of elderly respondents objected to having to fill out the questionnaire. They felt that the forms were too difficult and that either assistance should be provided or more care should be taken with the selection of individuals.

Comments stating that the questionnaire did not apply to retired people made up 9.2% (45) of the Comments by Senior Citizens, and 3% (15) had difficulty remembering the answers required.

Distribution Of Comments By Senior Citizens Canada

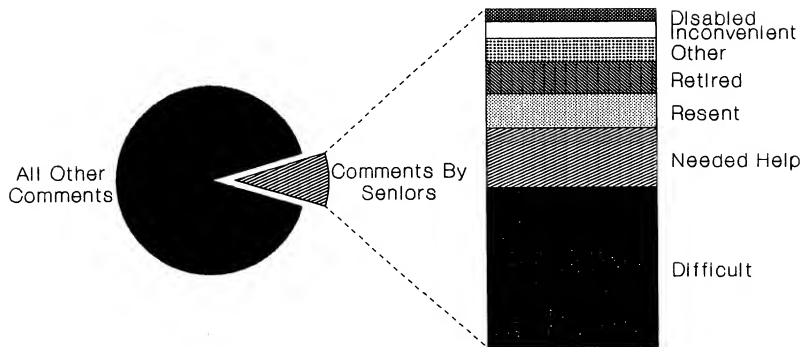


Figure 9.1

APPENDIX 1

APPENDIX 1

In order that the comments could be used in the evaluation of possible changes to the census, they were condensed into identifiable categories and summarized in a format which allows a global interpretation to be made.

The comments fell into three categories: Question Specific Comments, All Other Comments, and Comments by Seniors. Question Specific Comments are comments that referred, either directly or indirectly, to a specific question or group of questions related by their subject matter. All Other Comments include any comments that are more general in nature, and tend to refer to the questionnaire as a whole. Included also in this category were suggestions from respondents, and their comments of the survey method and the Guide. Seniors seemed to have a difficult time with the questionnaire, so their comments will be analyzed separately.

QUESTION SPECIFIC COMMENTS

Within this category, the comments were placed in subcategories which were determined by the subject matter of the questions, and follow the layout of the National Census Test questionnaire. The divisions are as follows.

Steps 1-5

This includes Steps 1-5 from the questionnaire. The information asked for is address, persons living or staying in the household on Friday, November 4th, guests, and agricultural holdings.

Respondent Description

Respondents name, date of birth, and sex were included here. This corresponds to Step 6 questions 1, 2 and 3 from the questionnaire.

Usual Place of Residence

Step 6, question 4.

Relationship to Person 1

Step 6, question 5.

Marital Status

Included Step 6 Questions 6 and 7 on the respondent's legal marital status and common law status.

Language

Step 6, questions 8, 9, and 10.

Cultural Background

This subcategory included questions 11-17 in Step 6, and received a significant amount of comments from respondents. The comments, however, did not usually refer to section as a whole, but to a particular question or part of the question set. For this reason, it has been further divided into Questions 11-14, Questions 15 and 16, and Question 17. Each of these three sets refer to a different aspect of cultural background, these being:

Questions 11-14 - birthplace, citizenship, year of immigration of respondent and the birthplace of the respondent's parents.

Questions 15-16 - ethnic origins of the respondent's parents and grandparents and the respondents ethnic identity.

Question 17 - the respondent's race or colour.

Religion

Step 6, question 18.

Mobility

Step 7, questions 19, 20, 21 inquired as to where the respondent lived 1 year ago and 5 years ago.

Family History

These questions, 22 and 23 of Step 7, inquired as to the number of children born to the female respondent, the dates of the respondent's first marriage, and the reason for the end of the first marriage if applicable.

Education

Comments on this section, even though it includes Step 7 questions 24 to 29, generally referred to education as a whole, not just to one specific question or a small group of these questions. Therefore, it was not necessary to further divide this category. The questions inquire about the education level of the respondent and the type of institution where the education took place. It also tried to determine the respondent's last year of full-time education, their degrees, and their field of study.

Work

Work also was a large section, containing Step 7 questions 30-42. Comments on this topic were often directed to a specific question or small group of questions, but there were many that were more general in nature, referring to the work section as a whole. The subdivisions within work are as follows:

Questions 30 and 31 - inquired as to the current employment status of the respondent and, if not employed, their last period of employment.

Questions 32-34 - wanted to know the name of the employer, the type of business, and the business address.

Questions 35 and 36 - asked about the type of work performed by the respondent and the most important duties in this work.

Questions 37 and 38 - referred to the method of pay and whether the respondent was self-employed or worked for someone else.

Questions 39-42 - included information on how long the respondent has been working, how long they have been with their current employer, the number of weeks they work per year, and if the work was full-time or part-time.

Other Work was also included in these categories as a "catch all" for the more general comments on the work section.

Income

Step 7, questions 43, 44, and 45 inquired as to the total income of the respondent and their gross hourly wage.

Shelter Costs

Step 8 was grouped together and called Shelter Costs. It includes all comments that referred to questions 46 to 55. Services and rent payments were also recorded here, and, for owners only, the mortgage and tax payments were also recorded. Shelter Costs were further divided into the following headings:

Dwelling - which included all comments that referred to questions 46-52, which asked the name of the person paying the major household expenses, if the dwelling was owned, the size of the dwelling, the year it was built and its current physical condition.

Utilities - questions on the electricity, oil, water, and municipal services payments were numbered 53 on the questionnaire.

Rent - question 54 wanted the amount of rent paid monthly.

Mortgage - question 55(a) wanted the total monthly mortgage payments of the dwelling.

Tax - questions 55(a) and (b) inquired as to the tax payments for the dwelling.

Selling Price - Question 55(d) asked the price the respondent would expect to get if he were to sell the dwelling.

Other Financial

Other financial is included as a "catch-all" for comments that referred to the giving of financial data on the questionnaire. These comments have been included under the Shelter Cost headline to simplify the analysis, but these comments also refer to the income section.

Other Shelter Costs

Other Shelter Costs are comments that refer to all of the questions in Step 8 as a whole, without singling out a particular question or group of questions.

ALL OTHER COMMENTS

All Other Comments were categorized into one of thirteen subcategories according to the subject or reference made by the respondent. The categories include:

Respondent Burden

Comments which indicated that the questionnaire put too much pressure on the respondent or was too troublesome were included in this category, along with comments that indicated the respondent was tired of filling out so many surveys. (Whether they be Census or others.) These comments did not necessarily have to refer to the actual content of the questionnaire.

General Content

Those comments that do not refer to any specific question or set of questions but still comment on the content of the questionnaire either positively or negatively were included in this category. Comments indicated praise and concern with the information included in the National Census Test questionnaire.

Respondent Concern

Many respondents indicated uneasiness with the questionnaire or other "misgivings" they had about the National Census Test, and their comments were recorded under Respondent Concerns.

General

General comments differ from General Content comments in that they are less specific. These comments include respondent's feelings about the National Census Test, and about the questionnaire as a whole, but do not discuss the content of the questionnaire.

Difficulties

Many respondents were unable to complete the questionnaire themselves, and their comments (as written by themselves or by the person who helped them) regarding their reasons are included in this section.

Format

Comments on format referred to the actual layout and design of the questionnaire, not the content of the questions.

Content Suggestions

As the respondents were filling out the questionnaires, some had ideas of their own for other areas that needed to be included or that were lacking in the current questionnaire. Their ideas are recorded under the title of Content Suggestions.

Other Suggestions

Other Suggestions are all other suggestions made by respondents that were not content related.

Survey Method

Respondent comments included in Survey Method are those comments that expressed opinions on the administration of the questionnaire, and with distribution and collection of data.

Other

Comments included in the Other category had absolutely no direct relationship to the questionnaire or any material included within it. The questions may have inspired these editorial comments which were mainly concerned with the political issues surrounding the election or bits of personal information about the respondents.

Respondent Awareness

These comments were due to the respondents not knowing the purpose of the NCT, and thinking that it was the "real" Census.

Guide

Any comments referring to the guide book included with the NCT were recorded under Guide.

"Off The Wall"

Comments that vaguely related to the NCT but were irrelevant to any changes that may be administered were considered as "Off the Wall" comments.

COMMENTS BY SENIORS

This category includes comments by seniors that indicate particular problems faced by this special interest group. Their comments can fall into any of the previously identified categories but due to the growing number of services in the population, their comments have been removed and analyzed separately to aid in future planning of Census'.

APPENDIX 2

TABLE 1.1

NUMBER OF QUESTION SPECIFIC COMMENTS - Break down by Comment Type and Province

Comment Type	St. John's	Halifax	Montreal	Sturgeon Falls	Toronto	Winnipeg	Edmonton	Vancouver	Canada
Steps 1 to 5	3	31	9	8	3	13	5	20	92
Respondent Description	1	2	1	0	0	1	1	3	9
Usual Place of Residence	0	1	0	0	0	2	1	1	5
Relationship to Person 1	0	1	1	1	1	1	0	5	10
Marital Status	1	2	0	0	0	0	1	3	7
Language	0	4	1	1	1	3	0	0	10
Cultural Background	8	50	40	34	20	47	57	43	299
Questions 11 to 14	4	13	1	2	0	6	2	6	24
Questions 15 and 16	3	36	35	30	17	36	49	30	236
Question 17	1	1	4	2	3	5	6	7	29
Religion	0	10	2	8	3	4	12	8	47
Mobility	0	2	1	0	1	2	0	2	8
Family History	4	1	2	1	5	2	10	5	30
Education	3	9	14	16	8	15	15	12	92
Work	14	38	20	25	10	55	59	47	268
Question 30 and 31	1	4	4	2	2	8	5	9	35
Questions 32 to 34	2	6	5	5	2	6	10	5	41
Questions 35 and 36	1	3	0	4	0	5	2	0	15
Questions 37 and 38	1	0	1	0	2	0	3	2	9
Questions 39 to 42	6	14	5	14	0	21	17	15	92
Other Work	3	11	5	0	4	15	22	16	76
Income	64	210	158	138	65	244	195	150	1229
Shelter Costs	18	144	41	80	24	119	127	101	654
Dwelling	2	9	3	15	4	17	7	7	64
Utilities	2	25	16	48	4	29	64	18	206
Rent	0	7	1	0	0	5	0	3	20
Mortgage	1	2	0	3	1	7	11	3	24
Tax	1	5	5	0	1	7	3	8	30
Selling Price of Dwelling	1	10	1	5	0	5	3	2	27
Other Financial	0	21	0	3	0	8	3	5	40
Other Shelter Costs	11	65	15	6	14	41	36	55	243

Total Question Specific Comments	116	505	290	312	141	508	483	400	2755
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TABLE 1.2

NUMBER OF ALL OTHER COMMENTS - Break down by Comment Type and Province

Comment Type	St. John's	Halifax	Montreal	Sturgeon Falls	Toronto	Winnipeg	Edmonton	Vancouver	Canada
Respondent Burden	9	85	85	58	27	77	53	38	432
General Content	6	92	38	47	11	86	60	61	401
Respondent Concern	7	54	11	45	10	78	69	44	318
General	6	65	14	19	9	24	35	12	184
Difficulties	4	17	20	49	9	24	29	24	176
Format	5	22	9	38	4	27	21	10	136
Content Suggestion	0	14	2	16	0	26	11	15	84
Other Suggestions	0	20	5	13	2	15	18	12	85
Survey Method	2	14	2	9	4	18	9	16	74
Other	0	5	3	11	0	28	2	10	59
Respondent Awareness	2	7	7	5	0	8	13	3	49
Guide	1	6	5	7	2	6	5	6	38
"Off the Wall"	3	2	2	3	1	5	2	2	20
Total All Other Comments	45	403	203	320	79	422	327	253	2052

TABLE 1.3

NUMBER OF TOTAL COMMENTS - Breakdown by Comment Type and Province

Comment Type	St. John's	Halifax	Montreal	Sturgeon Falls	Toronto	Winnipeg	Edmonton	Vancouver	Canada
Total Question Specific	116	505	290	312	141	508	483	400	2755
Total All Other Comments	45	403	203	320	79	422	327	253	2052
Total Comments by Seniors	18	130	79	65	13	99	44	36	484
Total Comments	179	1038	572	697	233	1029	854	689	5291

TABLE 2.1a

QUESTION SPECIFIC COMMENT TYPES AS A PERCENTAGE OF TOTAL QUESTION SPECIFIC COMMENTS

Comment Type	St. John's	Halifax	Montreal	Sturgeon Falls	Toronto	Winnipeg	Edmonton	Vancouver	Canada
Steps 1 to 5	2.586206	6.138613	3.103448	2.564102	2.127659	2.559055	1.035196	5	3.339382
Respondent Description	0.862068	0.396039	0.344827	0	0	0.196850	0.207039	0.75	0.326678
Usual Place of Residence	0	0.198019	0	0	0	0.393700	0.207039	0.25	0.181488
Relationship to Person 1	0	0.198019	0.344827	0.320512	0.709219	0.196850	0	1.25	0.362976
Marital Status	0.862068	0.396039	0	0	0	0	0.207039	0.75	0.254083
Language	0	0.792079	0.344827	0.320512	0.709219	0.590551	0	0	0.362976
Cultural Background	6.896551	9.900990	13.79310	10.89743	14.18439	9.231968	11.80124	10.75	10.85299
Religion	0	1.980198	0.689655	2.564102	2.127659	0.787401	2.484472	2	1.705989
Mobility	0	0.396039	0.344827	0	0.709219	0.393700	0	0.5	0.290381
Family History	3.448275	0.198019	0.689655	0.320512	3.546099	0.393700	2.070393	1.25	1.088929
Education	2.586206	1.782178	4.827586	5.128205	5.673758	2.952755	3.105590	3	3.339382
Work	12.06896	7.524752	6.896551	8.012820	7.092198	10.82677	12.21532	11.75	9.727767
Income	55.17241	41.58415	54.48275	44.23076	46.09929	48.03149	40.37267	37.5	44.60980
Shelter Costs	15.51724	28.51485	14.13793	25.64102	17.02127	23.42519	26.29399	25.25	23.73865

TABLE 2.1b

QUESTION SPECIFIC COMMENT SUB-CATEGORIES AS A PERCENTAGE OF THE CATEGORY

Comment Type	St. John's	Halifax	Montreal	Sturgeon Falls	Toronto	Winnipeg	Edmonton	Vancouver	Canada
Cultural Background	100	100	100	100	100	100	100	100	100
Qu. 11 to 14	50	26	2.5	5.882352	0	12.76595	3.508771	13.95348	8.026755
Qu. 15 and 16	37.5	72	87.5	88.23529	85	76.59574	85.96491	69.76744	78.92976
Qu. 17	12.5	2	10	5.882352	15	10.63829	10.52631	16.27906	9.698996
Work	100	100	100	100	100	100	100	100	100
Qu. 30 and 31	7.142857	10.52631	20	8	20	14.54545	8.474576	19.14893	13.05970
Qu. 32 to 34	14.28571	15.78947	25	20	20	10.90909	16.94915	10.63829	15.29850
Qu. 35 and 36	7.142857	7.894736	0	16	0	9.090909	3.389830	0	5.597014
Qu. 37 and 38	7.142857	0	5	0	20	0	5.084745	4.255319	3.358208
Qu. 39 to 42	42.85714	36.84210	25	56	0	38.18181	28.81355	31.91489	34.32835
Other Work	21.42857	28.94736	25	0	40	27.27272	37.28813	34.04255	28.35820
Shelter Costs	100	100	100	100	100	100	100	100	100
Dwelling	11.11111	6.25	7.317073	18.75	16.66666	14.28571	5.511811	6.930693	9.785932
Utilities	11.11111	17.36111	39.02439	60	16.66666	24.36974	50.39370	17.82178	31.49847
Rent	0	4.861111	2.439024	0	0	4.201680	0	2.970297	3.058103
Mortgage	5.555555	1.388888	0	3.75	4.166666	5.882352	8.661417	2.970297	3.669724
Tax	5.555555	3.472222	12.19512	0	4.166666	5.882352	2.362204	7.920792	4.587155
Selling Price	5.555555	6.944444	2.439024	6.25	0	4.201680	2.362204	1.980198	4.128440
Other Financial	0	14.58333	0	3.75	0	6.722689	2.362204	4.950495	6.116207

TABLE 2.2

ALL OTHER COMMENT TYPES AS A PERCENTAGE OF TOTAL ALL OTHER COMMENTS

Comment Type	St. John's	Halifax	Montreal	Sturgeon Falls	Toronto	Winnipeg	Edmonton	Vancouver	Canada
Respondent Burden	20	21.09181	41.87192	18.125	34.17721	18.24644	16.20795	15.01976	21.05263
General Content	13.33333	22.82878	18.71921	14.6875	13.92405	20.37914	18.34862	24.11067	19.54191
Respondent Concern	15.55555	13.39950	5.418719	14.0625	12.65822	18.48341	21.10091	17.39130	15.49707
General	13.33333	16.12903	6.896551	5.9375	11.39240	5.687203	10.70336	4.743083	8.966861
Difficulties	8.888888	4.218362	9.852216	15.3125	11.39240	5.687203	8.868501	9.486166	8.576998
Format	11.11111	5.459057	4.433497	11.875	5.063291	6.398104	6.422018	3.952569	6.627680
Content Suggestion	0	3.473945	0.985221	5	0	6.161137	3.363914	5.928853	4.093567
Other Suggestion	0	4.962779	2.463054	4.0625	2.531645	3.554502	5.504587	4.743083	4.142300
Survey Method	4.444444	3.473945	0.985221	2.8125	5.063291	4.265402	2.752293	6.324110	3.606237
Other	0	1.240694	1.477832	3.4375	0	6.635071	0.611620	3.952569	2.875243
Respondent Awareness	4.444444	1.736972	3.448275	1.5625	0	1.895734	3.975535	1.185770	2.192982
Guide	2.222222	1.488833	2.463054	2.1875	2.531645	1.421800	1.529051	2.371541	1.851851
"Off the Wall"	6.666666	0.496277	0.985221	0.9375	1.265822	1.184834	0.611620	0.790513	0.974658

TABLE 2.3

COMMENT CATEGORIES AS A PERCENTAGE OF TOTAL COMMENTS

Comment Type	St. John's	Halifax	Montreal	Sturgeon Falls	Toronto	Winnipeg	Edmonton	Vancouver	Canada
Total Question Specific	64.80446	48.65125	50.69930	44.76327	60.51502	49.36831	56.55737	58.05515	52.06955
Total All Other	25.13966	38.82466	35.48951	45.91104	33.90557	41.01068	38.29039	36.71988	38.78283
Ttl Comm. by Seniors	10.05586	12.52408	13.81118	9.325681	5.579399	9.620991	5.152224	5.224963	9.147609

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